

CONUS NETWORK OPERATIONS REPORTING

Continental United States - Theater Network Operations and
Security Center

Guide to Using ARWeb

CONUS - TNOSC

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CONUS-TNOSC

Fort Huachuca, Arizona

1-800-305-3036 • DSN: 879-6798 • DSN Fax: 879-6502

Guide to Using ARWEB

ARWEB is the Internet Tool for the CONUS-TNOSC Remedy Action Request System. The following instructions provide a guide for using ARWEB.

NOTE: Before you can access the CONUS-TNOSC Remedy Web Server, you will need an account (i.e., a user ID and password) and the IP address of the computer you will be using must be added to the list of authorized users. To do this, call the CONUS-TNOSC Help Desk at DSN: 879-6798/2572 or commercial 1-800-305-3036 and open a trouble ticket requesting this access.

1. Once your account is created and you are notified that it is available, type <http://www.conus-tnosc.army.mil> in the URL block on your browser (the address block on Internet Explorer 4.0).
2. Click on the "Remedy Submission" hyperlink under "Login Required".



Figure 1: CONUS-TNOSC Web Page

- Depending on the settings of your browser, you may or may not receive a "Secure Page" warning message. Since the Remedy Submission system is secure, please click on the OK button.

You may also receive a warning about the Security Certificate. Our certificate is now issued by DISA and was verified to be current and accurate. Please click on the "Yes" button to continue.

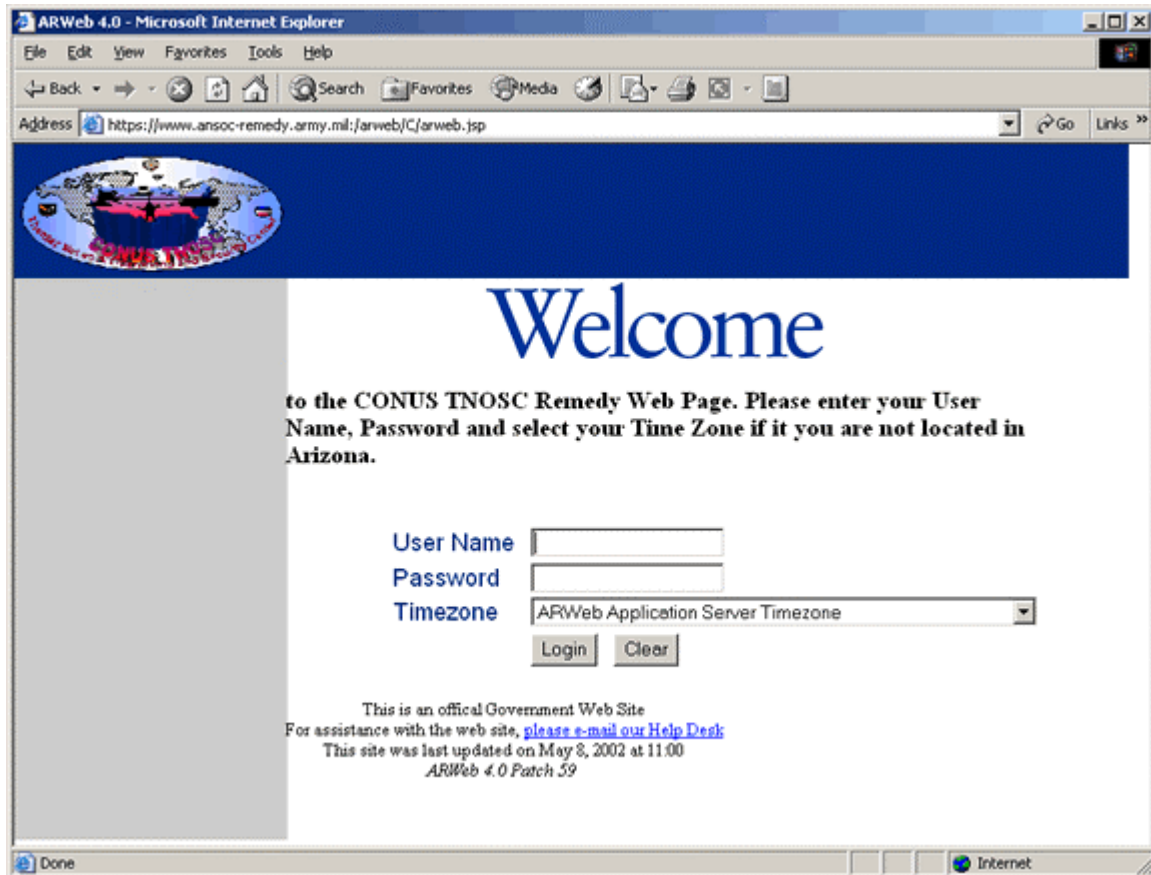


Figure 2: CONUS-TNOSC Remedy Login Web Page

- Click on the User field and enter your user ID. Use the tab key to move the cursor to the password field and enter your password. Both fields are case sensitive. Please click on the "Login" button to login to the Remedy site.

If you receive an error message, please use the "Back" button and re-enter your login information. If you continue to receive an error message please contact the CONUS-TNOSC Action Request Center (ARC) at DSN: 879-6798/2572, or commercial 1-800-305-3036 and have them create an action request (Trouble Ticket).

- The next page displayed is a list of schemas available for use. The schemas displayed to you is set up by the CONUS-TNOSC Remedy Administrator. If you have a need to access other schemas, please contact the ARC at DSN:

879-6798/2572, or commercial 1-800-305-3036 and have them create an action request (Trouble Ticket).

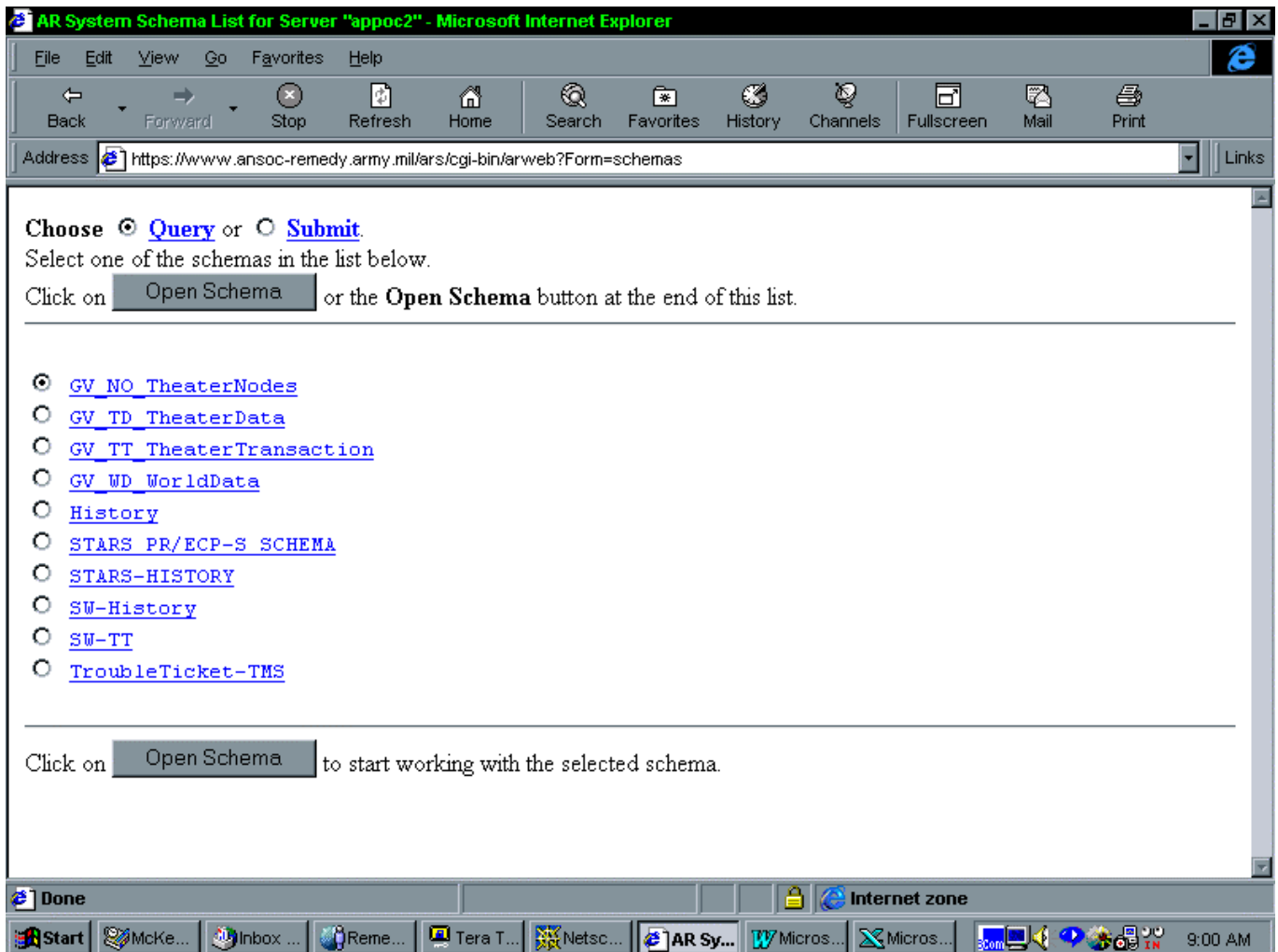


Figure 3: List of Available Schemas

6. Select the schema you are interested in by clicking the radio button to the left of the schema name. If you click the name of the schema rather than the radio button, you will be taken to a Help screen for that schema (although there may or may not be much in the way of information there).

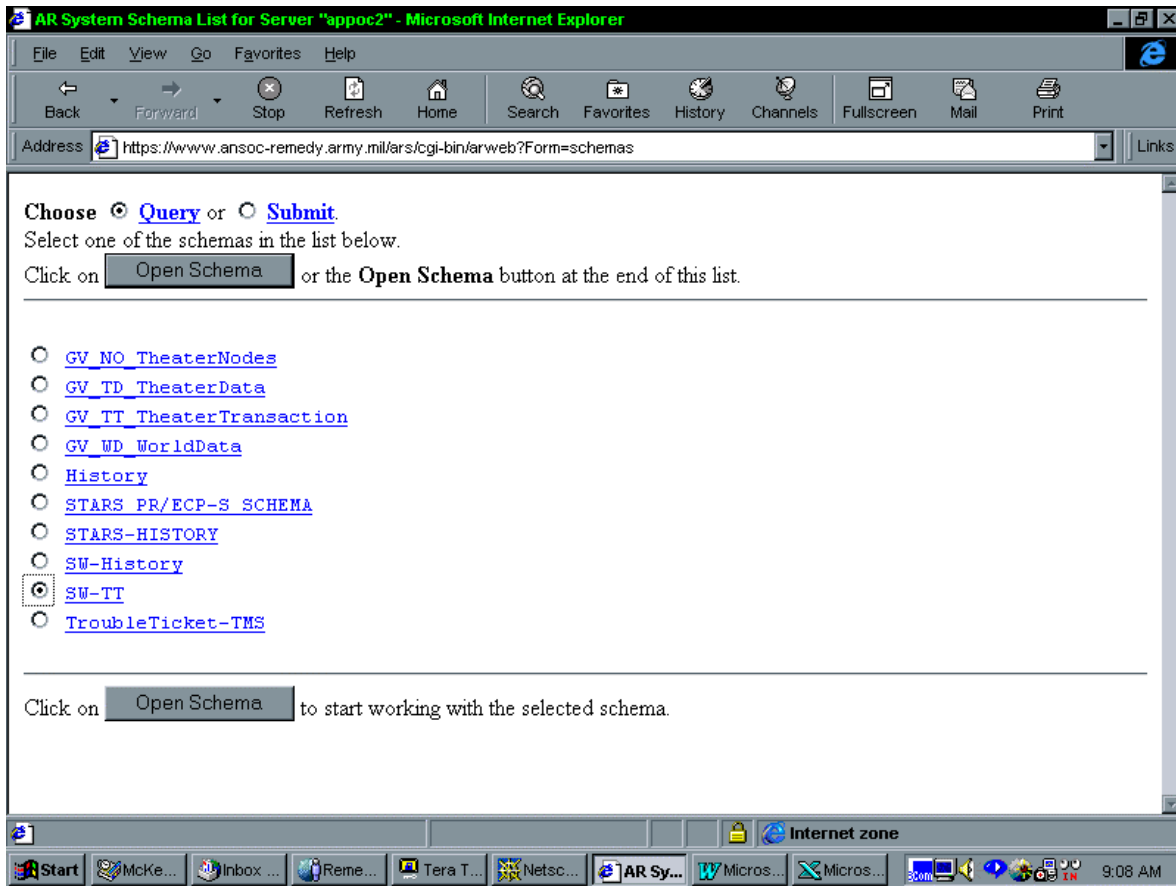


Figure 4: List of Available Schemas with Schema SW-TT selected

7. To submit a new ticket, click the radio button to the left of the word "Submit" and then click on the "Open Schema" button. (If you click on the word "Submit" rather than the radio button, it will take you to some fairly detailed information on how to submit a ticket.)

When the data entry page comes up, fill in the necessary information. In some cases, you type in text information; in other cases you can select from a list of possible choices by clicking the arrow next to a field. If you click on the name of a field (usually highlighted in blue), it will take you to Help for that field.

After placing the appropriate information in the proper places, click on the "Submit" button and make a note of the Trouble Ticket number you are assigned, you will need this to query on the Trouble Ticket's current status.

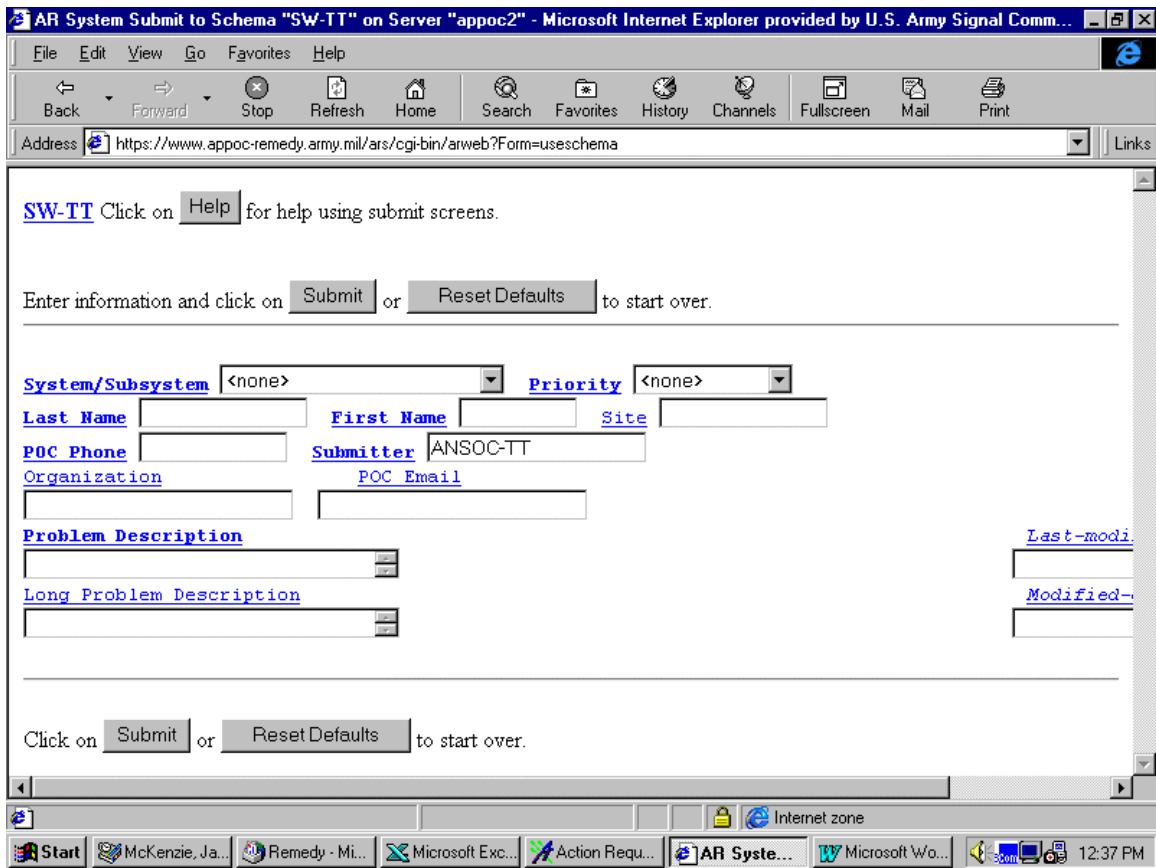


Figure 5: Submit Web Page

8. To examine existing tickets, click the radio button to the left of the word "Query" and then click on the "Open Schema" button. (If you click on the word "Query" rather than the radio button, it will take you to some fairly detailed information on how to query the database.)

The query page looks very similar to a "Submit" page. You build a query by entering something in one or more fields and then clicking on the "Run Query" button. For example, if you enter "New" in the Status field and run the query, you will get a list of tickets where Status="New".

If you get a message that the number of entries exceeds the maximum, try to refine your query or you can set the maximum number of entries returned to a larger number by moving to the bottom of the query form and entering a higher number, up to 500. The default number of entries returned is 50.

Query Schema "SW-TT" on Server "appoc2" - Microsoft Internet Explorer provided by U.S. Army Signal Command

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print

Address <https://www.appoc-remedy.army.mil/ars/cgi-bin/arweb?Form=useschema> Links

[SW-TT](#) Click on [Help](#) for help using query screens.

Enter [query](#) criteria and click on [Run Query](#) or [Clear Screen](#) to start over.

[Entry ID](#) [System/Subsystem](#) [Create-date](#)

[Last Name](#) [First Name](#) [POC Phone](#) [Site](#)

[Organization](#) [POC Email](#)

[Problem Description](#) [Long Problem Description](#)

[Status](#) [Priority](#) [Submitter](#) [Last-mod](#)

[Assigned To](#) [Forward To](#) [Modified-](#)

[Problem Resolution](#)

[Closed By](#) [Close Date](#)

Internet zone

Start McKenzie, Ja... Remedy - Mi... Microsoft Exc... Action Requ... Query Sch... Microsoft Wo... 12:38 PM

Figure 6: Query Web Page (page 1)

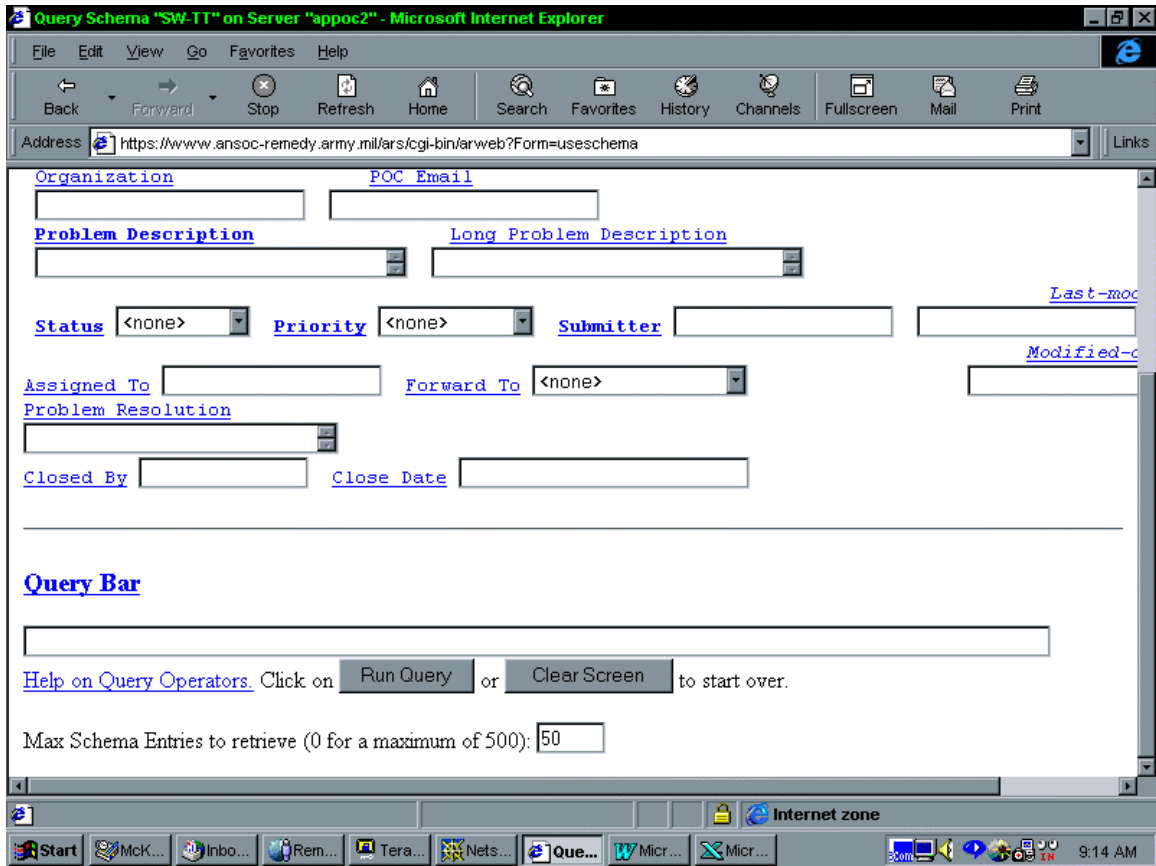


Figure 7: Query Page (page 2)

9. A list of tickets which meet the query conditions you specified will be displayed. In some cases, the ticket number will be highlighted (in most browsers). Just click on it to display a ticket you are interested in.

In other cases, the ticket number will not be highlighted but the words "Display" and "Modify" will appear (highlighted) for each ticket in the list. Click on "Display" to view a read-only copy of the ticket or "Modify" to change the ticket (assuming you have permission to make changes to that ticket).

AR System Query List for Schema "SW-TT" on Server "appoc2" - Microsoft Internet Explorer provided by U.S. Army Signal Co...

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print

Address <https://www.appoc-remedy.army.mil/ars/cgi-bin/arweb?Form=doquery> Links

Click [Help](#) for help using this screen.

[SW-TT](#) -- 457 entries matched, but your maximum retrieval setting restricted the number returned to 50.
Query criteria:

Entry ID	Entry ID	Site	Status	Problem Description
947	appoc2-00000947	Ft Bliss/F	Sent	User William Sunde (userID sundew) is
948	appoc2-00000948	Ft Knox	Sent	Friday, September 25, 1998 1:03:13 PM
949	appoc2-00000949	Campbell	Sent	Signature block overprint.
950	appoc2-00000950	Ft Gordon	Sent	Assigned roles do not give users acces
951	appoc2-00000951	Ft. Monmou	Sent	Experiencing error 12203-E: TNS: unab
952	appoc2-00000952	Leonardwoo	Sent	Printer won't print in condensed mode
953	appoc2-00000953	Ft Gordon	Sent	Ft Gordon is having an error 2, when
955	appoc2-00000955	Ft Eustis	Sent	AIMS-R problems
956	appoc2-00000956	Ft Bliss	Sent	When printing the ECP information isn
957	appoc2-00000957	Aberdeen	Sent	Having Problems with AIMS-R it's not
958	appoc2-00000958		Sent	trying to download info from ATRRS
959	appoc2-00000959	Bliss	Sent	Software does not allow for Civ grade
960	appoc2-00000960	Ft. Knox	Sent	Software does not recognize the new p
961	appoc2-00000961		Sent	AIMS-R - ran for 200 students, cannot
962	appoc2-00000962	Bliss	Sent	problem with the AIMS-R concerning "C
963	appoc2-00000963		Sent	AIMS-R getting error when trying to c

Done Internet zone

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Figure 8: Query Results Web Page